

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Park Facility Manager III GRADE: 28 DATE: 12/18/2023
SERIES: Park and Recreation Mgmt Series CODE: 1859 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, performs advanced professional park facility and recreation management work in managing the operation and maintenance of two or more multi-functional and simultaneously operating facilities (provides services to the public for more than six months of a year) or a large multi-functional recreational complex (i.e., major athletic complex combined with aquatic facility; golf course with pro shop plus snack bar, and driving range; or a community center with youth and community programs plus splash park or pool). Work involves responsibilities in the provisioning of effective facility and program management planning and administrative and technical support services, implementing innovative and successful revenue generating programs and completing and evaluating significant special projects critical to the department; and supervising two or more full-time career employees, as well as intermittent, seasonal staff, and volunteers at assigned facility or facilities. Manages vendors and vendor contracts. Ensures adequacy, accuracy and effectiveness of assigned facilities, administrative and maintenance operations, and specialized recreation, sports or cultural programs, activities and events; and designs and develops business strategies and methodologies to achieve optimum facility operations. Work, directly and indirectly as a supervisor, results directly in a product, output or service affecting many parts of the Department and the social, economic, and physical well-being of the serviced public; and impacts the compliance of requirements and the effectiveness of facility management. Applies comprehensive knowledge of, and skill in, recreation and facility management, enterprise business practices, leisure services, program and event planning, social and cultural programs, Americans with Disabilities Act (ADA), marketing and public relations techniques, safety and health regulations, facilities utilities management, budgeting principles and procurement practices; as well as a specialty area (e.g., sports, arts, historic interpretation and preservation, pool operations, performing arts, equestrian). Independently performs various types of data, operational, and supervisory related research and analysis to solve difficult, complex and challenging problems. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise and obtain agreement, gain compliance, or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities. Incumbent independently plans the work of the facilities management and programs and ensures work is carried out in conformance with established policies and procedures and accepted customer service practices; keeps the supervisor informed; resolves problems or deviations referred by subordinates or management by selecting and applying the appropriate guidelines; and brings challenging and highly sensitive problems to the supervisor for guidance or resolution. Work is expected to be effective – incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Park Facility Manager III

GRADE: 28 DATE: 12/18/2023

SERIES: Park and Recreation Mgmt Series

CODE: 1859

EEO: Professional

FLSA: Exempt

Examples of Important Duties (Estimated Percentages):

1. Unit/Staff Supervision (±45%)

- Manages operations of two or more simultaneously operating facilities or a combined, multi-functional complex, which houses distinct and separate, simultaneously operating programs (i.e., major athletic complex combined with aquatic facility; 18-hole golf course with pro shop, snack bar, and driving range; or a community center plus splash park or pool or licensed child care) providing recreational, sporting, cultural, historic, and revenue-generating programs and events for the community. May provide stewardship for historical properties. Defines operational goals and objectives, establishes operating procedures, recommends and implements actions to improve daily operations, evaluates operational policies and initiates changes for improvement. Develops, implements and manages revenue generating programs and facilities to cover operating expenses, debt services and Capital Improvement Projects; reviews reports and drives Commission vehicles to conduct frequent inspections and to monitor day-to-day operations and programs of assigned facilities. Oversees preparations for activities and programs; sets guidelines. Coordinates registration system for programs; supervises sales of merchandise such as sporting goods, equipment and clothing. Oversees monitoring of building utility systems to ensure proper operation; supervises staff in routine maintenance and repair of facility and arranges for major maintenance and repairs. Provides technical support in planning new construction, remodeling and expansion of facility(ies). Investigates and responds to complaints involving highly sensitive issues and problems; ensures safety and security of building and patrons. Reports and confirms investigations of accidents, fires and crimes; gives first aid and determines need for police or fire personnel in emergencies.
- Performs the full range of supervisory human resource (HR) administrative and management functions for assigned staff. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff and ensures staff training and development are provided; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations; and evaluates performance.

2. Quality Assurance/Quality Control Related (40%)

- Manages and coordinates a wide variety of cultural, interpretive, historic, athletic, recreational, youth and community programs and activities. Defines goals and objectives; plans, researches and sets program standards; and regularly evaluates programs to assess and report on program effectiveness and accomplishment of goals and objectives. Develops and manages a variety of specialized recreational or park programs and Commission-sponsored community activities; allocates staff and resources to accomplish

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Park Facility Manager III

GRADE: 28 DATE: 12/18/2023

SERIES: Park and Recreation Mgmt Series

CODE: 1859 EEO: Professional FLSA: Exempt

program goals. Develops, plans, organizes and coordinates specialized recreational or park programs and activities based upon research and information gathered; recommends and monitors program fees. Meets with citizens, community groups and business groups to identify needs, plan programs, and answer questions about facility programs.

- Supervises on-site career staff that oversees intermittent staff in all aspects of facility and event services to include updating the rate card to reflect market rates for all aspects of events, conducting research on market rates, and developing packages for various ongoing events in the venues (i.e., gymnastics meets, swim meets, and track and field events). Covers all services with fees charged back to clients in order to stay self-sustaining in order to meet cost recovery goals. Monitors procurement and payment processes; follows Commission policies and procedures when dealing with all aspects of contracts, invoicing and payment rendering. Ensures records are maintained on events, and that a log is kept for financial transactions of every event in a manner that is acceptable for audit purposes; responsible for working with venue managers to secure equipment and coordinate setups for contracted events to include athletic competitions, shows and various other events and activities held at the facility. Oversees the events manager as they coordinate and schedule staff for events; works as an on-site Shift Manager during high profile events as required.
- Manages and coordinates operating budget including revenue-producing facilities, and programs; prepares annual budget request for assigned facilities or complex. Controls expenditures in accordance with approved budget; provides analysis and recommends alignment of funds for annual budget submission. Updates performance measurements; provides quarterly projections to include revenues and expenditures with appropriate justifications based on operational forecast and maintenance requirements. Monitors significant and complex revenue-producing programs and activities; procures equipment and merchandise. Solicits bids and price quotes from vendors and contractors; awards contracts and initiates purchase requisitions and check requests. Oversees collection of revenue for class registrations, box office sales, rentals and point-of-sale items; manages and approves purchase cards and allocates transactions to appropriate accounts. Follows administrative and cash management policies and procedures as related to food and beverage contractor. Manages vendor contracts and ensures that the work is completed.

3. Other Duties (±15%)

- Supervises processing and maintenance of a variety of administrative records to include: payroll, employee records and timecards, cash reports, asset and equipment inventory, rental permits, financial spreadsheets and monthly revenue reports. Reviews and approves client correspondence, contracts, cancellations and refunds promptly. Oversees preparation and submittal of administrative reports, control of inventory, accuracy of sales and restocking of supplies; manages information for division-wide reports.

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Park Facility Manager III

GRADE: 28 DATE: 12/18/2023

SERIES: Park and Recreation Mgmt Series

CODE: 1859 EEO: Professional FLSA: Exempt

- Designs and develops marketing strategies in conjunction with Marketing staff to publicize facility services and promote attendance; provides community outreach in coordinating and advertising programs to market facility services and promote attendance. Oversees the management and updates of facility webpage for timely and accurate information of programs, classes, events, services and hours of operation; directs others or writes articles, newsletters, news releases, flyers, and advertisements; directs others or prepares posters, signs, calendars, and other marketing materials and graphics; distributes materials to graphics shop and checks work.
- Conducts research and exchanges information with other facilities; attends professional seminars to identify new programs, methods and equipment which might be useful. Conducts surveys to identify new programs, equipment or methods; develops programs based upon research and information gathered.
- Participates in major maintenance and capital improvement projects (CIP) in facility planning, design, and operational development projects. Responsible for projecting major maintenance and CIP needs for their assigned facilities.

Important Worker Characteristics:

- A. Comprehensive knowledge of, and skill in (1) facility management; (2) recreation management; (3) leisure services, (4) enterprise business practices; (5) event planning; (6) program planning; (7) a specialty area (e.g., sports, arts, historic interpretation and preservation, pool operations, performing arts, equestrian); (8) Americans with Disabilities Act (ADA); (9) social and cultural programs; (10) safety and health regulations; (11) marketing and public relations techniques; (12) cash handling; (13) budgeting principles; (14) procurement practices; (15) facilities utilities management; and (16) Commission organization, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. Skill and ability to (1) calculate fractions, decimals and percentages; (2) organize work efficiently; (3) provide courteous customer service; (4) prepare and market promotional materials; (5) handle complaints and conflicts; (6) organize multifaceted work programs and specialized projects that require contributions of multiple employees; (7) manage recreational programs and camps; (8) instruct and present a wide range of activities; (9) handle emergencies; (10) resolve disputes; and (11) perform cardiopulmonary resuscitation (CPR) and First Aid; and operate Automated External Defibrillator (AED).

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Park Facility Manager III GRADE: 28 DATE: 12/18/2023
SERIES: Park and Recreation Mgmt Series CODE: 1859 EEO: Professional FLSA: Exempt

- D. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Example includes applying principles to solve complex problems with many variables.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other desired actions. This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance or other desired results.
- F. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships, working as a member or a leader of a team and mediating disputes.
- G. Skill in operation of (1) general office, audio/visual, and photographic equipment; (2) specialized equipment pertaining to area of assignment; (3) recreational and concession equipment; (4) lighting and sound equipment; (5) computer including office software and enterprise software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Parks Management, Recreation Management, Facilities Management, Education, Business Administration, Physical Education, Communication, Leisure Services, or any related field.
2. Four (4) years of responsible professional experience working in a facility related to parks, recreation, leisure services, or area of required specialty (e.g., arts, performing arts, equestrian, tennis, aquatics, gymnastics, ice rinks); including two (2) years as a facility manager, program coordinator or supervisor.
3. An equivalent combination of education and experience may be substituted, which together total eight (8) years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required of the position.
5. Contingent upon area of assignment, some positions in this class may require valid: (a) operating license (e.g., county pool operator, childcare license) as appropriate; (b) First Aid, CPR, automated external defibrillator (AED) certifications; or (c) certifications as related to assignment (e.g., Lifeguard Instruction, Fundamentals of Gymnastics, Childcare?).

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Park Facility Manager III GRADE: 28 DATE: 12/18/2023
SERIES: Park and Recreation Mgmt Series CODE: 1859 EEO: Professional FLSA: Exempt

6. Pass Commission medical exam.

Working Conditions:

Works inside and outside an assigned facility which may operate seven days per week. Works extended hours, evenings, weekends and holidays. On-call to respond to emergency situations as required. Incumbents in this class must frequently remain in a stationary position, operate vehicles, communicate and exchange information with internal staff and the public, be able to see for short and long distances, and occasionally lift equipment and other items weighting up to 49 pounds and ascend and descend ladders and stairs.